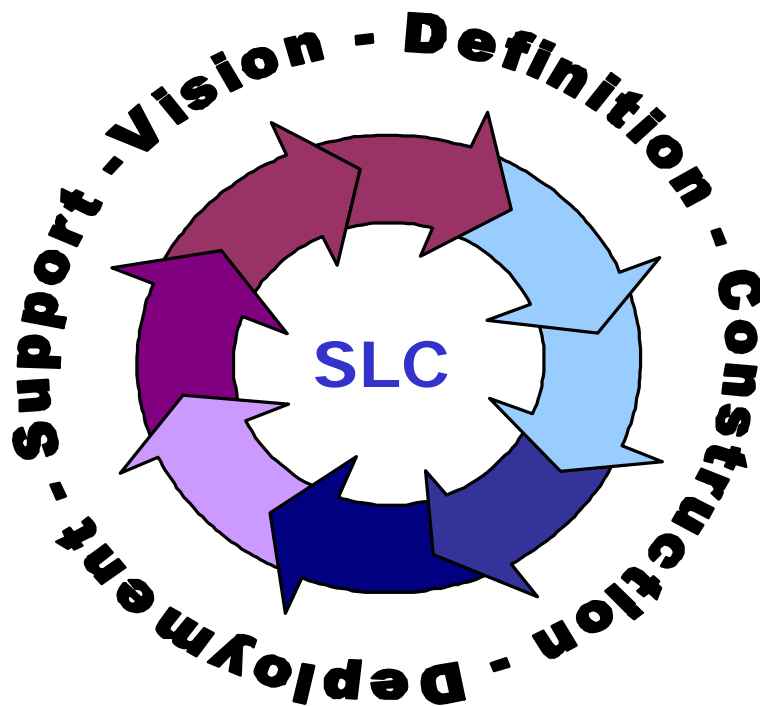




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The Solution Life Cycle

Solution Life Cycle (SLC)

SLC Measurement Program Process Guide

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SLC Measurement Program Process Guide

1.0 Introduction

The Solution Life Cycle (SLC) Measurement Program Process Guide is intended as a reference guide for those individuals within Federal Student Aid (FSA) who participate in SLC Process Measurement. Projects are required to comply with certain components of the SLC and this Process Measurement Compliance Process has been established to ensure that timely checks of project compliance is carried out at FSA.

Individuals with responsibility to perform these SLC compliance checks would include SLC Coaches or their designees. SLC Coaches have access to the SLC Coach's Toolkit, which they use as a reference guide to execute specific tasks required of SLC Coaches. This process guide provides a general overview of the SLC Process Measurement compliance activities that SLC Coaches (or their designees) would undertake to fulfill their responsibilities to assess the compliance of projects using the SLC.

In addition to this general overview of the SLC Process Measurement Program, SLC Coaches or their designees would also refer to the SLC Phase End Compliance Review Process, which provides guidance on how to plan, conduct and follow-up with projects to measure and report on their SLC Compliance.

2.0 SLC Measurement Process Compliance Overview

2.1 Purpose

The process guide provides SLC Coaches with a process and procedures to describe the steps, responsibilities, tools and outcomes involved in the SLC Measurement Process Compliance Program. The Process enables SLC Coaches (or their designees) to reference a defined set of activities they should undertake to ensure that the supported projects comply with SLC standards.

2.2 Process Definition

This process defines the sequence of actions to be taken in reviewing SLC activities. The process begins with the identification of projects that will benefit the most from SLC review. It continues with scheduling, communicating and conducting the introductory meeting; it continues with the establishment of a series of compliance reviews (SLC Phase End Reviews) that are conducted to ensure continuing SLC compliance.

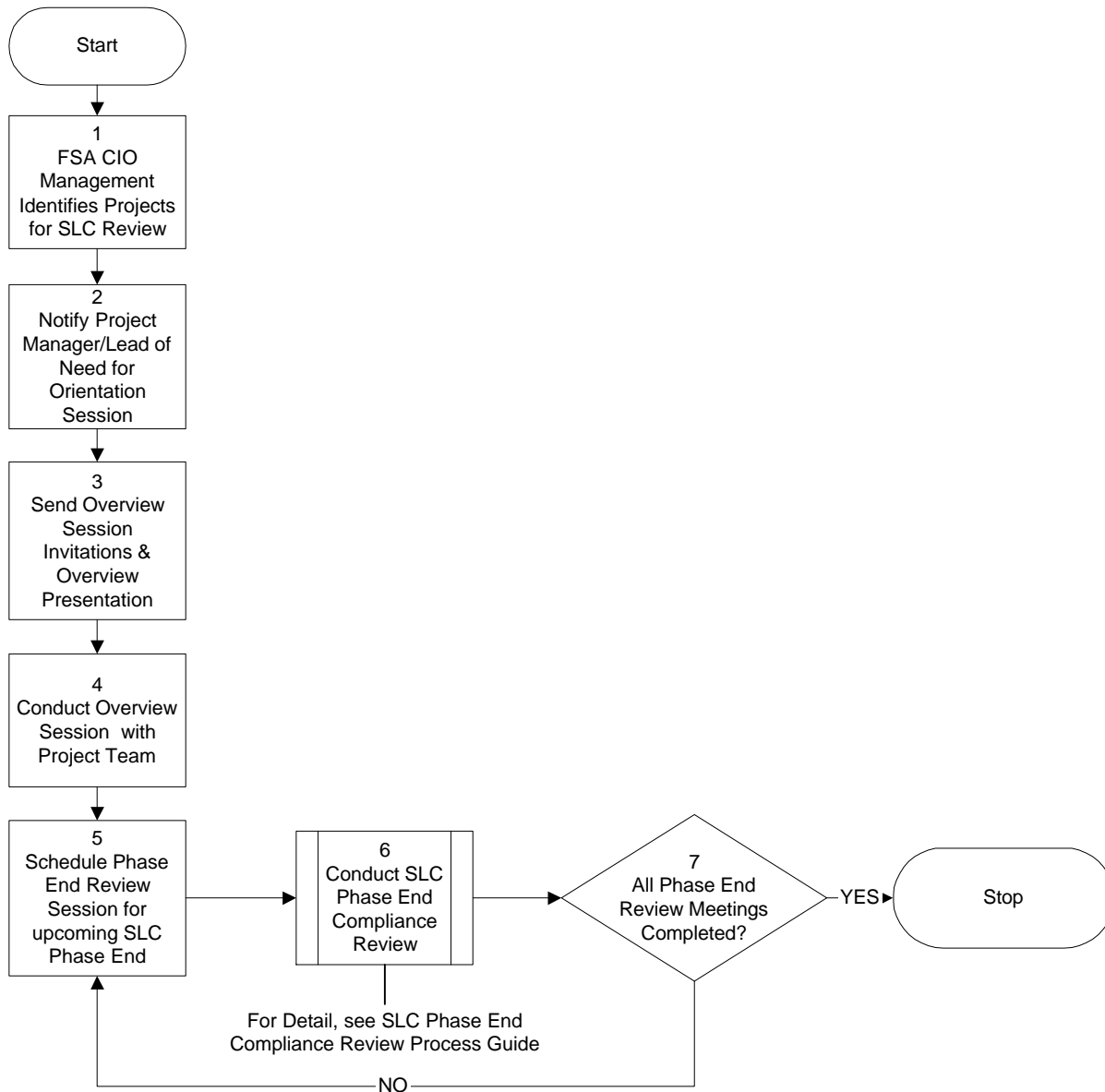
2.3 Benefits

Benefits include:

- Establishment of a basis for the consistent Enterprise-wide measurement of SLC performance
- Promotion of FSA standards found in the SLC
- Simplifies preparation for the Production Readiness Review (PRR) process for development efforts
- Streamline the FSA Quality Assurance (QA) Audit effort

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2.4 Process Flow



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2.5 Process Steps

Step #	Step Description	Responsibility	Tools	Deliverables/Outcomes
Start				
1.	<p><i>FSA CIO Management Identifies Project for SLC Review</i></p> <p>FSA CIO Management identifies projects and deploys SLC Coach</p>	FSA CIO Management	SLC Project List	Projects Identified
2.	<p><i>Notify Project Manager/Lead of Need for Orientation Session</i></p> <p>SLC Coach contacts Project Manager of projects identified for SLC Process Measurement Compliance Program and requests cooperation in arranging an SLC Process Measurement Overview Session.</p> <p>The Project Manager should provide the SLC Coach with a list of appropriate resources to be invited to the Orientation Session.</p>	SLC Coach	Standard email identifying need for Orientation Session	Project Manager Buy-in for SCL Process Measurement Program, Identification of appropriate resources
3.	<p><i>Send Overview Session Invitations & Overview Presentation</i></p> <p>SLC Coach sends email invitation for Orientation Session to members of the projects and the Project Manager formally requesting attendance at the SLC Process Measurement Overview Session at time and place determined by SLC Coach.</p> <p>Email should include SLC Process Measurement Program Overview Briefing (for projects team members' review prior to the Orientation Session).</p>	SLC Coach	SLC Process Measurement Program Overview Briefing	Project teams prepared for Orientation Session with basic understanding of SLC Measurement Program objectives and benefits

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Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
4.	<p><i>Conduct Overview Session with Project Team</i></p> <p>The SLC Coach (or designee) holds meeting with project team to define the purpose and benefits of the SLC Process Measurement Program via the SLC Process Measurement Program Orientation Briefing.</p> <p>(The SLC Coach should set realistic expectations for the project teams in terms of the Phase End Review Sessions activities used to assess Project Compliance through the SLC Phases.)</p>	SLC Coach, Project Team	SLC Process Measurement Program Orientation Briefing	Project Team understands the purpose, benefits and value as well as efforts required to comply with the SLC.
5.	<p><i>Schedule Phase End Review Session for upcoming SLC Phase End</i></p> <p>At the end of the Overview Session, the SLC Coach asks the project to commit to a date and time for their first SLC Phase End Compliance Review Session. The Session should take place approximately two weeks prior to the project's expected completion of the current SLC phase.</p>	SLC Coach Project Manager	N/A	First Phase End Review Session scheduled
6.	<p><i>Conduct SLC Phase End Compliance Review</i></p> <p>The SLC Coach or their Designee follows the detailed guidance defined in the SLC Phase End Compliance Review Process Guide.</p> <p>As indicated in the SLC Phase End Compliance Review Process Guide, SLC Coaches complete the SLC Coach's Compliance Checklist to record projects' efforts at compliance.</p> <p>The SLC Mertrics owner reports findings by posting the updated SLC Compliance Rating Control Report to the SLC section of FSA Net.</p>	SLC Coach	SLC Phase End Compliance Review Process Guide, SLC Compliance Rating Control Report	Review is successfully conducted and findings are noted, Corrective Action Plan is put into place (as needed)

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Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
7.	<p><i>All Phase End Review Meetings Completed?</i></p> <p>If Yes: Complete Stop If No: Return to Step # 5, Schedule Phase End Review for Upcoming SLC Phase End.</p>	SLC Coach, Project Team	SLC Coach's Compliance Checklist	Next review is scheduled (if needed) and all corrective actions are completed